

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant:	Owen, et al.	Examiner:	Sterrett
Serial No.:	09/577,658	Group Art Unit:	3623
Filed:	May 25, 2000	Docket No.:	20009.0034US01 (BS99-199)
Title:	SYSTEM AND METHOD FOR MANAGING CUSTOMER CONTACTS AND RELATED INFORMATION		

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**AMENDMENT AND RESPONSE**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

Applicants respectfully request entry of the following amendment and remarks contained herein in response to the Office Action mailed February 12, 2007. Applicants respectfully submit that the amendment and remarks contained herein place the instant application in condition for allowance.

**Amendments to the Claims** begin on page 2 of this paper.

**Remarks** begin on page 6 of this paper.